

# KOPPLIN KUEBLER & WALLACE

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## **ESTATE MANAGER PROFILE: PRIVATE ESTATE SOUTHAMPTON, NY**

### **ESTATE MANAGER**

A family is seeking an experienced, discreet, and highly organized Estate Manager to oversee the operation and management of multiple high-end properties located across the United States. This is a unique and rewarding opportunity for a seasoned professional with a strong background in luxury estate management or exceptional hospitality experience within a private club setting. Leadership of household staff and oversight across several properties will be essential to maintaining the seamless operation and elevated standards expected by the family.

The ideal candidate will bring a proven track record of managing complex households or comparable experience in high-end hospitality, private clubs, or member equity environments. They will have demonstrated success in leading and coordinating on-site teams, maintaining properties or facilities to the highest standards, and working closely with principals, members, and/or family office representatives. This role demands a high level of professionalism, flexibility, and travel, as well as the ability to anticipate needs and consistently deliver exceptional, discreet service.

### **ABOUT POSITION**

The Estate Manager (EM) oversees daily operations, staff, and property management across family residences in Southampton, Florida, NYC, and Colorado. This hands-on leadership role ensures privacy, consistency, and excellence through streamlined workflows, HR practices, and operational protocols. The EM manages household staff, contractors, and the Southampton-based Household Manager, while collaborating closely with the Principals, their Executive Personal Assistant, and the Family Office.

Responsibilities include hiring, onboarding, and mentoring a high-performing residential team. Success requires emotional intelligence, discretion, clear communication, and a proactive, team-oriented mindset. Frequent Travel is expected to maintain consistent standards across all properties.

### **ESTATES MANAGER – POSITION OVERVIEW**

Property Oversight and Maintenance:

- Oversee the day-to-day operations and maintenance of multiple high-value residential properties, including primary estate, secondary homes, vacation properties, and other assets.
- Ensure that all properties are meticulously maintained, including landscaping, pool care, general repairs, and seasonal preparations.
- Coordinate and manage staff responsible for property upkeep, including housekeepers, groundskeepers, security personnel, and maintenance technicians.
- Liaise with contractors, vendors, and service providers to ensure high standards and cost-effective solutions for estate needs.
- Manage the upkeep of luxury amenities, such as home automation systems, climate control, high-end appliances, and entertainment systems.

Staff Management:

- Recruit, hire, train, and manage a team of estate staff, including housekeepers, groundskeepers and related.

- Develop work schedules, ensure performance standards are met, and provide ongoing training to ensure the highest level of service.
- Foster a positive, professional working environment, ensuring that the needs of the principal's and their family are met seamlessly.

#### Event Planning and Coordination:

- Plan, organize, and oversee special events, parties, and gatherings at the estate, including coordinating logistics, catering, entertainment, and staffing needs.
- Ensure that all events align with the principal's preferences and are executed to the highest standards of excellence and discretion.
- Manage seasonal transitions, such as preparing for large-scale holiday celebrations or important family events.

#### Budgeting and Financial Management:

- Develop and manage the estate's annual operating budget, ensuring financial efficiency while maintaining the highest standards of property care and service.
- Approve and monitor expenditures for estate-related maintenance, staffing, and event-related costs.
- Maintain detailed records of spending, and ensure all financial matters are handled discreetly and in accordance with the principal's expectations.

#### Security and Privacy:

- Ensure the highest level of security and confidentiality for all members of the household, guests, and staff.
- Oversee security systems, including surveillance, alarms, and access controls, while liaising with security professionals to ensure optimal safety protocols are followed.
- Maintain a high degree of discretion regarding personal and confidential matters, ensuring the privacy and security of the principal's family at all times.

#### Logistics Management:

- Oversee the preparation of residences for the principal's arrival, ensuring everything is in place, and maintain a constant communication flow to adapt to changing travel plans.
- Ensure that any required personal items are transported and prepared for use at various properties, including coordinating with private jet services or luxury travel agencies.

#### Vendor and Relationship Management:

- Cultivate and maintain relationships with key vendors, service providers, and contractors to ensure reliable and efficient service at all times.
- Vet and manage all external contracts, ensuring that vendors adhere to agreed-upon terms and provide consistent, high-quality services.

#### Emergency Management:

- Prepare for and handle any estate-related emergencies, such as natural disasters, security breaches, or urgent maintenance issues.
- Ensure emergency protocols are in place, staff are trained in appropriate responses, and all risk management procedures are followed.

## **INITIAL PRIORITIES OF THE NEW ESTATE MANAGER**

### **Evaluate Estate Staff and Structure**

Assess the current staffing model at each estate, including roles, performance, and alignment with the principal's expectations. Identify opportunities for improved efficiency, training, and, where necessary, restructuring or hiring to ensure optimal team performance and discretion.

### **Conduct Comprehensive Property Assessments**

Visit each estate to evaluate the condition, maintenance routines, vendor relationships, and ongoing or upcoming projects. Develop a detailed understanding of each property's unique needs and operational rhythm.

### **Establish Clear Communication and Reporting Protocols**

Implement consistent systems for communication and reporting between the estates, the principal, and the family office to ensure transparency, accountability, and responsiveness.

### **Review and Optimize Operating Procedures**

Examine existing processes, budgets, and service standards across all properties. Recommend and implement best practices for household management, preventive maintenance, security, and guest readiness.

### **Build Relationships with Key Stakeholders**

Develop trust and rapport with the principal, family members, household staff, vendors, and the family office team. Understand preferences, priorities, and expectations to align the estate management approach accordingly.

### **EDUCATIONAL AND CERTIFICATION QUALIFICATIONS**

- Bachelor's degree and a minimum of five years of relevant experience, or an equivalent combination of education and experience, in managing high-touch service delivery within luxury private residential environments. Proven expertise in personal service, property management, and luxury hospitality.
- Track record of managing construction and renovation projects with a focus on high design standards.
- Demonstrated project management experience with capital improvements, including oversight of architects, engineers, consultants, and designers. While contract negotiation will likely be a collaborative effort with the family office, the candidate should be comfortable coordinating all phases of planning, execution, and follow-up to ensure projects are completed to the highest standards.
- Skilled in vetting and prequalifying vendors and contractors, preparing business cases for Principal review, and ensuring partners reflect a detail-oriented, professional, and values-aligned approach.
- Experience implementing and upholding high-quality service standards, talent acquisition, and best practices in household staffing and human resources.
- Proven ability to maintain discretion, confidentiality, and security while supporting the safety and privacy of a private employer.
- Exceptional written and verbal communication skills, with the ability to clearly convey complex information.

### **PERSONAL QUALITIES & CHARACTER SKETCH**

- A growth-minded self-starter with a fantastic work ethic who operates with integrity and professionalism at an extremely high level.
- High emotional intelligence. Hands-on with a willingness to pitch in with low ego, no job too small, and a flexible, warm, polished, poised, pleasant, and positive approach to the day's duties.
- Capable of easily juggling competing deadlines while remaining calm and attentive to detail and accuracy.
- Has vault-like discretion while handling highly confidential matters.
- Adaptable to changing plans and ideas throughout day-to-day routine and long-term planning.
- Skilled executor with sound judgment; able to discern when to escalate a problem or question and when to resolve it independently.
- Flexible to support the principal's schedules and availability to work occasional long hours, evenings, or weekends and travel domestically, as required.

### **ADDITIONAL INFORMATION**

- Work location: This is a live-off role and will be based in Southampton, with frequent travel to NYC, Florida, and occasional travel to Colorado.
- The benefits package includes a discretionary yearly bonus, 15 days PTO, paid holidays, medical, dental, life insurance, and an IRA.
- Verifiable references, thorough background checks, and online assessments are required of all qualified finalists.

### **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all hired employees must verify their identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire.

### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The position offers an excellent bonus and benefits package. Salary Range: \$250,000 - \$350,000

## **INSTRUCTIONS ON HOW TO APPLY**

Please upload your resume and cover letter in the order listed using the link below. When prompted for them during the online application process, you should have your documents fully prepared to attach. Please be sure your image is not on your resume or cover letter; it should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to: **Search Committee Chair**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why this position will benefit you, your family and your career if selected.

**You must apply for this role as soon as possible but no later than Tuesday, June 10, 2025. Candidate selections will occur in Mid-June with the first Interviews expected in early July and second interviews a short time later. The successful candidate should assume his/her role in by Labor Day, 2025.**

**IMPORTANT:** Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Estate Manager”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Katy Eliades at [katy@kkandw.com](mailto:katy@kkandw.com)

### **Search Executives:**

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